

OFFICE OF THE SUPERINTENDENT

E. Xiomara Herman, Ed.D. "Dr. Xi"

Superintendent of Schools



Jennifer A. Ortiz Jerry Champagne Shannon Bernacchia

Tonya McIntyre Curriculum, Equity, & Instructional Leadership Director Marta Guevara Family & Student Engagement Director

Michael Gallo O'Connell Operations Director

Maureen Fleming Mental Health & Behavioral Services Director Nyby Douglas Chief Compliance & Procurement Officer

(INSERT NAME) (INSERT STREET ADDRESS) INSERT CITY, STATE ZIP VIA FIRST CLASS MAIL

February, 2025

Dear (Name):

On behalf of the Amherst-Pelham Regional School District (the "District"), I am writing to notify you that on or about January 7, 2025, the District became aware of a cybersecurity incident involving PowerSchool, the District's electronic student information system, which resulted in a breach of security of your child's personal information. The security breach PowerSchool experienced reportedly occurred between December 19 and December 22, 2024, although some information may have been accessed as early as December 3, 2024. Please know that PowerSchool has assured the District that it took appropriate steps in response to the cybersecurity incident to ensure that your personal information is no longer compromised.

Right To File And/Or Obtain A Police Report

Under Massachusetts law, you have the right to file a police report in connection with this incident. In addition, if you are the victim of identity theft, you also have the right to file a police report and obtain a copy of it. You also have the right to obtain any police report that has been, or is, filed in regard to this incident. PowerSchool has contacted the appropriate law enforcement agencies to report the unauthorized access.

Requesting A Credit Report Security Freeze

You may request a credit report security freeze at no charge by contacting the three credit agencies at the phone numbers or contact information found at the links listed below. A security freeze prohibits a credit reporting agency from releasing any information from a consumer's credit report without written authorization. However, please be aware that placing a security freeze on your credit report may delay, interfere with, or prevent the timely approval of any requests you make for new loans, credit mortgages, employment, housing or other services. Under federal law, you cannot be charged to place, lift, or remove a security freeze.

If you wish to obtain a security freeze, you should contact all three of the following credit reporting agencies:

170 CHESTNUT STREET, AMHERST, MA. 27988/00**001099**36-6752-5139 v.1 OFFICEOFTHESUPERINTENDENT@ARPS.ORG **WWW.ARPS.ORG**

(413) 362-1810





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Operations Director

Maureen Fleming
Mental Health
& Behavioral Services Director

Nyby Douglas
Chief Compliance &
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Equifax Security Freeze (888) 298-0045

https://www.equifax.com/personal/help/security-freeze/

Experian Security Freeze (888) 397-3742

https://www.experian.com/freeze/center.html#content-01%C2%A0

TransUnion Security Freeze (888) 909-8872

https://www.transunion.com/credit-freeze/place-credit-freeze

You will need the following information to request a credit report security freeze:

- Full name, address, Social Security number, and date of birth;
- Addresses where you lived over the previous five years;
- Proof of current address such as a utility or phone bill, rental agreement, or deed;
- A legible photocopy of a government issued identification card (state driver's license ID card, military identification, etc.);
- Social Security Card, pay stub, or W2;
- If you are an identity theft victim, include a copy of the police report, investigative report, or complaint.

The credit reporting agencies have one (1) to three (3) business days after receiving your request to place a security freeze on your credit report, based upon the method of your request. The credit bureaus must also send written confirmation to you within five (5) business days and provide you with a unique personal identification number (PIN) or password (or both) that can be used by you to authorize the removal or lifting of the security freeze. It is important to maintain this PIN/password in a secure place, as you will need it to lift or remove the security freeze.

To lift the security freeze in order to allow a specific entity or individual access to your credit report, you must make a request to each of the credit reporting agencies by mail, through their website, or by phone (using the contact information above). You must provide proper identification (including name, address, and social security number) and the PIN number or password provided to you when you placed the security freeze, as well as the identities of those

MISTST, PELHAM SILVESDUTTI, LEVERETT, AMERST, PELHAM, SILVESDUTTI, LEVERETT, PELHAM, SILVESDUTTI, LEVERETT, PELHAM, SILVESDUTTI, LEVERE





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Student Services Director

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Doreen Reid

Marta Guevara
Femily & Student
Engagement Director

Jennifer A. Ortiz

Michael Gallo O'Connell
Operations Director

Maureen Fleming

Mentel Health
& Behavioral Services Director

Nyby Douglas Chief Compliance & Procurement Officer

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Credit Monitoring

If you would like to monitor your credit, you can request a complimentary credit report from Experian by using the following link: https://www.experian.com/consumer-products/credit-monitoring.html

In addition, PowerSchool is offering you complimentary credit monitoring services for two years. PowerSchool will reach out to you directly with instructions for enrolling. We strongly recommend you enroll in this complimentary monitoring service. In addition, you should also remain vigilant regarding your accounts and report any incidents of suspected identity theft to the District.

If you have any questions concerning this notification, please feel free to reach out to me directly at <u>ichamp@arps.org</u>.

Sincerely,

Jerry Champagne
Director of Information Systems

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